



The Commonwealth of Massachusetts  
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY  
**STATE 911 DEPARTMENT**  
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[www.mass.gov/e911](http://www.mass.gov/e911)



**DEVAL L. PATRICK**  
*Governor*

**KEVIN M. BURKE**  
*Secretary of Public Safety  
and Security*

**TIMOTHY P. MURRAY**  
*Lieutenant Governor*

**FRANK POZNIAK**  
*Executive Director*

## Massachusetts State 911 Department 3<sup>rd</sup> Annual 9-1-1 Honors Award

The Massachusetts State 911 Department is hosting the 3<sup>rd</sup> Annual 9-1-1 Honors Award Ceremony, to be held on **Wednesday, April 28, 2010**. The Massachusetts State 911 Department is pleased to have the opportunity once again to acknowledge Massachusetts 9-1-1 “First Line Responders”, the Call Takers and Dispatchers, that staff our 9-1-1 centers.

This award is designed to recognize those individuals who have made a difference in someone’s life, through professionalism, initiative, diligence and forward thinking. We ask for your help in identifying the “heroes” from your 9-1-1 centers. This provides you the opportunity to publicly acknowledge a member of your communications staff for his or her role with an emergency caller, a responding unit in the field, or during an extraordinary event in your community.

The 9-1-1 Honors Award Executive Committee will carefully review all applications. Once chosen, the award recipient and the department will be notified. In April, the recipients will be honored at a special event hosted by the State 911 Department.

Please review the enclosed instruction sheet and complete the attached application. The electronic version of the nomination form can be found on our website, [www.mass.gov/e911](http://www.mass.gov/e911).

***DEADLINE FOR SUBMISSION IS FRIDAY, MARCH 12, 2010***

# Award Recipient 2010 Instructions

1. Nomination forms are due to the State 911 Department by **Friday, March 12, 2010**. An electronic version of the nomination form can be found on our website, [www.mass.gov/e911](http://www.mass.gov/e911).
2. This award honors those who have:
  - Played a key role during an extraordinary event in your community
  - Through direct contact with the caller, been able to assist that person until personnel arrived on-scene, making a difference in the outcome of the call
  - Obtained crucial information from the caller that is essential for the safety of the responding units
  - Gone the “extra mile” on behalf of emergency callers
  - Through professionalism, initiative, diligence and forward thinking have made a difference in someone’s life
3. Actions that are eligible to be nominated took place during the **calendar year 2009**.
4. In addition to this form, we ***encourage*** you to submit additional information, such as:
  - Recordings of 9-1-1 calls/telephone calls/radio transmissions
  - Press coverage (TV broadcasts, newspaper articles, etc)
5. Nomination forms should be submitted one of the following ways:
  - Materials sent by email. Email address: [Noelle.merchant@state.ma.us](mailto:Noelle.merchant@state.ma.us)
  - Materials sent by mail. Address: **Massachusetts State 911 Department**

**Attn: Noelle Merchant**

**1380 Bay Street, Building B**

**Taunton, MA 02780-1088**